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CHFS Focus Employee Spotlight: Patricia Boler changing roles

By Emily Moses Mandell

Patricia Boler knows her way around the Cabinet

"I've been in this building since 1995," said Boler, a resource management analyst for information technology. "I started out here as a temp, doing mailings and answering phones. I gradually took on more duties."



And she steadily learned the ins and outs of the Cabinet's technology systems.

"I was always interested in IT," she said. "I'd had a little business and computer training, but mostly I'm self-taught."

Boler, who describes herself as "a working mom – there's no glamorous way to say that," has been married for seven years to her husband, Jeff. The couple has two children, Mack and Madison.

Boler has a very involved family life, dividing time between her husband's karate instruction, her children's activities and other family responsibilities.

"We spend a lot of time letting the kids participate in activities they enjoy," she said. "I had very few of those activities when I was a child, so I'm having a ball with tap, ballet and sports."

Another of Boler's duties, the one she says has been closest to her heart, has been producing the CHFS Focus and Focus on Wellness newsletters.

Boler says as her duties and responsibilities have evolved, so have the Cabinet's newsletters.

When she started working on the newsletter, it was little more than a list of items that were pertinent to Frankfort Cabinet employees, she said.

"It got a little bigger and a little bigger until it became a statewide, online publication – and in time led to the wellness online newsletter," she said. "Throughout the years I also produced many publications. I enjoy layout and design, which has allowed me to work on various publications, brochures and posters."

Because she has improved her life personally and professionally along with the newsletter, Boler has mixed feelings about moving to another position.

"I'm going to miss it," she said of being the Focus editor. "When I was first approached about transitioning ... I nearly cried. This has been my baby and I've watched it grow. I will miss the interaction with our exceptional employees throughout the state."

Boler is part of the CHFS Web Team and is looking forward to becoming further integrated into OIT, especially now that she will be facilitating video training for IT staff.

"I think this is going to be an opportunity for me to learn even more, as well as help others learn. This is a new endeavor for our Cabinet, and I'm proud to be a part of it," she said.

Boler will be transitioning into her new position during the next couple of weeks.

CHFS Focus Program Spotlight: Cowherd Awards honor FRYSC excellence

The Cabinet for Health and Family Services' Division of Family Resource and Youth Services Centers in the Department for Human Support Services recently presented its annual Harry J. Cowherd, M.D., Awards for Center Excellence. The award program is named after the late Harry Cowherd, former secretary of the Cabinet for Human Resources and advocate of the family resource and youth services centers concept.



Nearly 60 award nominations were submitted by school district superintendents and staff, school personnel, community partners, parents, students and FRYSC staff not employed by the nominated center.

The Cowherd Awards honor FRYSC excellence in three categories. The Family Resource Center Award goes to a center that serves children through age 12 and provides a variety of services including, but not limited to, child care, family skills training, parent and child education, day care provider support and training, and health services and referrals.

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The Youth Services Center Award is presented to a center serving students older than 12. Some of the services provided by YSCs include health and social services referrals; employment counseling, training and placement; summer and part-time job development; drug and alcohol abuse counseling; and family crisis and mental health counseling.

The Family Resource and Youth Services Center Award goes to a center that provides a comprehensive array of services and support for pre-K through 12th-grade students and their families.

The 2005 Harry J. Cowherd, M.D., Awards for Center Excellence winners and runners-up are:

Family Resource Center Award winner - Collins Elementary FRC, Boone County Schools

Credited with possessing the three most important assets for center success - administration support, creative problem solving and perseverance - Collins Elementary Family Resource Center leaves no stone unturned when seeking resources and goes to any lengths necessary to meet a wide array of academic and personal needs.

From programs like Monday Night Math to the summer reading program at a local mobile home park, this FRC is actively addressing both scholastic needs of students and non-cognitive academic barriers like absenteeism and socialization skills. The school principal describes the center as the "lifeblood of the school."

Youth Services Center Award Winner - Summit YSC, Graves County Schools

Extensive collaboration and relationship-building is at the heart of this center's success. With strong support from school and district leadership, Summit YSC's services have a strong, lasting impact on students and families. The center offers all students opportunities for personal growth, community and in-school service, interpersonal skills and other positive experiences.

Serving the whole student is at the heart of programs that help students develop responsibility and character and provide solid, admirable role models for students. Some of the center's outstanding programs serve specific groups including teen moms, students who get little social interaction and parents seeking to become better parents. At this youth services center, allowing students to fall through the cracks is not an option.

Family Resource and Youth Services Center Award Winner - Washington County FRYSC, Washington County Schools

The Washington County FRYSC, serving Washington County Elementary, middle school and high school, has become the place where everybody knows your name.

School District Superintendent Larry Graves credits center staff for helping students gain valuable, "on demand" writing skills and experience that he believes helped county fifth-graders achieve a 95 writing score on a statewide test.

The center stays busy with a diverse array of programs focusing on issues like ATV safety, employability skills, substance abuse, family relationships and others, in addition to the standard menu of center services.

The runners-up in each category are:

YSC Award runner-up - Pulaski County YSC, Pulaski County Schools

FRC Award runner-up - Bremen FRC, Muhlenberg County Schools

FRYSC Award runner-up - K.I.D.S. First FRYSC, McCracken County Schools

Jane Seltsam, DFRYSC director, said the Cowherd Awards are meaningful to centers and FRYSC staff because they recognize well-deserved and often hard-won achievement.

"Public school students and their families can be a challenging population to serve," Seltsam said. "I'm so pleased to announce these awards, to acknowledge and validate the hard work all our FRYSC undertake, and especially the initiative and service innovation shown by the award winners. I believe the services provided by the FRYSC have extraordinary impact, in terms of long-term benefits and value-added outcomes, for our student and family clients."

More than 780 FRYSCs across Kentucky serve 1,143 schools where at least 20 percent of students are eligible for free or reduced school meals. The total student population served by the FRYSCs is 565,172.

CHFS administers the FRYSC program and oversees program policy development. FRYSCs are funded by state education dollars and site staff members are employed by local boards of education. Many FRYSCs also receive assistance and support from local businesses, faith-based organizations and other community partners.

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OIT Network Helpdesk begins self service updates

Are you tired of looking someone up on the Global Address Listing (GAL) only to find their address, phone number or department is incorrect? How many of you have received a phone call for someone who left your office months, maybe years ago, but his/her e-mail information still appears in the GAL incorrectly? Due to the merger, field office moves and internal reorganizations, a good portion of the CHFS GAL information is incorrect. Previously, only an employee's supervisor or designee could request a change to the GAL properties. No more!

Effective immediately, users will be able to go online and update their GAL information at https://webapp.chfsnet.ky.gov/gal_update_instructions/.

The Web site is designed so that only you can update your information. It is keyed to your domain name and network logon. You will be asked to logon.

Certain fields on the application are protected and cannot be changed. Other fields are required and you will receive an error message if left blank or if you use the wrong format (i.e. alpha instead of numeric). Below is a screen print and a list of updatable fields and requirements. It generally takes 15 to 30 minutes for the changes to take effect and appear on the GAL.

Field Name	Required Status	Field Format
Address	Required	Alpha/Numeric
Department	Required	Drop Down Box Only
P.O. Box	Optional	Alpha/Numeric
City	Required	Alpha
State	Required	Alpha
Zip	Required	Numeric
Zip + 4	Optional	Numeric
Phone	Required	Alpha/Numeric 502-564-0000 x 1234
Mobile	Optional	Numeric
Fax	Optional	Numeric
Last four #s of SSN	Required	Numeric

Please start using this Web site to make changes to the global properties. Remember, this does not replace the User Request Form. Anytime an account needs to be added, deleted or the employee transfers to a different work unit, the supervisor or his/her designee must still

complete the User Request Form (OIT AR Request Form) <http://chfsnet.ky.gov/afa/oit/forms.htm>.

All OIT AR Request Forms are to be emailed to the 'CHFS User Request' mailbox. With the exception of MHMR Facilities, you no longer need to send them to the local technician.

Nominations sought for Governor's Volunteer Awards

Deadline for nominations is Jan. 25

Virtually everyone knows at least one of those extraordinary people who give their time, talent, enthusiasm and support to serve the unmet needs of others while asking nothing in return but the satisfaction of helping.

Volunteers give selflessly of themselves to help improve the lives of countless others. They perform their good deeds largely unnoticed and wholly without compensation.

At a special awards ceremony in April, Governor Ernie Fletcher and the Kentucky Commission on Community Volunteerism and Service (KCCVS), a CHFS agency, will honor Kentuckians who have given back to their communities by volunteering.

Nominations are being accepted through Jan. 25 for the annual Governor's Awards for Outstanding Volunteer Service. These prestigious awards have recognized and celebrated the contributions of Kentucky volunteers for more than a decade.

A special category has been added to the awards program this year to recognize outstanding volunteer expression of the Unbridled Spirit of Kentucky in service to our southern neighbors affected by the 2005 Gulf Coast hurricanes.

"There are so many Kentuckians who regularly help their neighbors and this is a good way to say thank you to some of Kentucky's great unsung heroes and role models," said Eileen Cackowski, KCCVS director.

With the exception of those for Director of Volunteers and Lifetime Achievement awards, nominations must focus on service activities that occurred between July 1, 2004, and Dec. 31, 2005.

Nomination forms can be picked up at all public libraries and are available online from the KCCVS Web site at www.chfs.ky.gov/dhss/kccvs/govawards/2005/.

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Photocopies of nomination forms will be accepted and completed forms can be mailed to KCCVS, 275 East Main Street, Mail Stop 3W-F, Frankfort, KY 40621.

Individuals and groups may be nominated in only one category and self-nominations are accepted.

Both a youth and adult award will be given in three categories: Impact, Innovation and Challenge. All nominees will receive a certificate of appreciation from the governor. Award winners from the previous five years are ineligible for the 2005 awards.

A panel of judges with experience in volunteerism and community service will carefully review every application and score nominees on a 100-point scale. Staff reserves the right to reassign a nomination to another award category if appropriate.

The 2005 Governor's Awards will be presented at a ceremony in Frankfort during National Volunteer Week, April 23-29.

For more information, contact the KCCVS office by calling (800) 239-7404, or by e-mail at kccvs@ky.gov.

Categories for the 2005 Governor's Awards for Outstanding Volunteer Service

- The Innovation Award recognizes one adult and one youth who have used creativity and imagination to effectively meet a community need.
- The Impact Award honors one adult and one youth who have helped significantly to improve lives and/or community conditions through their service.
- The Challenge Award is presented to one adult and one youth volunteer who overcame personal obstacles to serve others.
- The Group Award recognizes teams whose joint efforts have had substantial impact on communities served through innovation, volunteer hours, size of the group and other factors. One non-profit organization and one business may be selected for this award.
- The National Service Award is presented to an individual or group who has demonstrated outstanding volunteer service over and beyond the requirements of their designated program, such as AmeriCorps, AmeriCorps*VISTA, AmeriCorps*NCCC, or Senior Service Corps.
- The Volunteer Support Award honors a business or other entity with a history of supporting volunteerism through policies and practices.
- The Special Category Award is a new category that recognizes an individual or a group who exemplified

the Unbridled Spirit of Kentucky in aiding our neighbors during and/or after the 2005 Gulf Coast hurricanes.

- The Director of Volunteers is given to a paid staff member who exemplifies good volunteer management skills.
- The Citizen Corps Award is presented to an individual who volunteers through a local Community Emergency Response Team, Volunteers in Police Service, Citizen Corps, Medical Reserve Corps or Neighborhood Watch program.
- The Lifetime Achievement Award recognizes long-term volunteerism and community service, which has had a substantial and sustained impact in the community.

Deferred comp seminar set; new employees eligible

Kentucky Deferred Compensation is an optional state sponsored benefit available to all state employees.

Kentucky Deferred Compensation is the easy, tax-sheltered way to supplement your retirement needs. Kentucky Deferred Compensation wants to help new employees take full advantage of this important tool that helps employees achieve financial independence at retirement.



A Kentucky Deferred Compensation new employee enrollment seminar, for employees hired within the past 12 months, will be from 12:10 to 12:50 p.m. Tuesday, Jan. 24, at 105 Sea Hero Road, Suite 1, Frankfort. The seminar will focus on the risks and rewards associated with investing; investing to meet retirement goals; and enrolling in the 401(K) or 457 plans immediately. Pre-registration is required. Lunch will be provided. To register, call Carol Cummins or Larincia Bowers at (502) 573-7925; or (800) 542-2667. Call for an enrollment kit if you are unable to attend.

Use of HumanaAccess Visa cards explained

The Office of Human Resource Management has received many inquiries from employees regarding their HumanaAccess Visa cards. Employees who participate in a flexible spending account should have received these cards recently. This card allows you to pay co-pays for doctors, prescriptions, etc., by just having it run through as a credit card. A brochure that came with the card explained the general use of the card and also gave information about requesting reimbursement through a manual form, which could be obtained through Humana's Web site.

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Since those cards were sent, however, some employees have received another letter stating that the card could not be used to purchase prescription drugs. We have received the following clarification from a customer service representative at Humana:

Employees can use their HumanaAccess Visa card to pay for co-pays on prescription drugs if they are participating in the Kentucky Employees Health Plan under the terms listed in the brochure. If they have elected to not participate in the health plan and are just enrolled in the flexible spending account, they can still use flexible spending account funds to pay for their prescriptions, but will have to request reimbursement by manually filling out a reimbursement form. This also applies to employees who use their flexible spending account for prescriptions for dependents not covered on their plan.

These instructions and more information can be found on Humana's Web site:
<http://apps.humana.com/egroups/commonwealthky/forms.asp>. Once you access this site, click on the FSA Claim Form link.

If you have questions, please contact the Humana Spending Account Administration at (800) 604-6228.

CHFS employee performance evaluation procedure updated

The CHFS employee performance evaluation procedure has been updated to incorporate the process improvements implemented in December 2004, specifically:

- The Cabinet has established standardized duties and expectations for Page 2 of the performance plan.
- The Cabinet requires 70 of the required 100 points be assigned to the Job Tasks category. A minimum of 10 of those 70 points must be assigned to supervisors for timely and proper completion of evaluation duties.
- The Cabinet requires supervisors to document performance for eligible employees for the period of September through December via the Employee Performance Documentation Form.
- The Cabinet requires that evaluators discuss employee performance evaluation documents with the second line supervisor prior to discussing them with the employee.

In addition, the evaluation procedure has been updated to require supervisors to discuss the Cabinet's Anti-Harassment/Discrimination policy with all employees during the performance planning period, have them sign the acknowledgement form, and submit it to their personnel liaison.

The Employee Performance Evaluation Procedure and all relevant documentation can be accessed at http://chfsnet.ky.gov/afa/ohrm/pph/6.1_Employee_Performance_Evaluation_System.htm

Kentucky State Police crack down on non-compliant registered sex offenders

For the past few months, the Kentucky State Police has worked to locate registered sex offenders who are violating Kentucky's registered sexual offender laws. Specifically, the law requires offenders to report any address change to their local probation and parole office before moving. If an offender moves without following proper procedure, and it is discovered, then he/she is considered to be "non-compliant" and is subject to being charged with a Class D Felony, punishable by one to five years in prison. Troopers from 15 state posts participated in the investigation. Post 3 in Bowling Green was the only post without any non-compliant registrants.

Over the past few months the Kentucky State Police identified 101 individuals reported "non-compliant" by the Sexual Offender Registry.

Of the 101:

- 20 were found (19 in correctional facilities and one with an improperly recorded address).
- 31 have been charged with "Failure to Comply with Sex Offender Registration," a Class D Felony.
- Seven cases are pending grand jury action.
- 43 non-compliant offenders are still being investigated to determine their whereabouts.

"If you suspect an offender has moved from the address listed on the Web site, you should report this suspected violation to the Kentucky State Police so that an investigation may be conducted," said Lt. Col. Dean Hayes, KSP director of operations.

"Although Kentucky has a non-compliance rate of only 2.5 percent, one of the lowest nationwide, the Kentucky State Police remain committed to locating those offenders and pursuing criminal charges for those violating Kentucky law," said Hayes.

Improvements have been made to a notification system regarding incarcerated offenders to provide for automatic notification to the Sex Offender Registry program when a registered offender is jailed. The Sex Offender Registry can be located at <http://kspsor.state.ky.us/>. Searches of registered sex offenders can be done by name, county or zip code.

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CHFS Focus Health Tip of the Week: Pay attention to healthy weight

Now that the holidays are over, it's time to get on track both mentally and physically. One of the most important pieces of this equation is maintaining a healthy weight and a nutritional diet. To raise awareness of these topics, several days in January are set aside as observances for healthy weight.



Jan. 15-21 is recognized by the Healthy Weight Network as "Healthy Weight Week." This observance celebrates healthy lifestyles that last a lifetime and preventing eating and weight problems. It was created as a way for everyone to acknowledge the importance of an active and healthy lifestyle, encouraging the public to live actively, eat well and feel good about themselves and others. In addition, the Annual Slim Chance Awards for the "worst" diet products of the year are announced.

Jan. 17 has been earmarked as the "Rid the World of Fad Diets and Gimmicks Day" by the Healthy Weight Network. This day was created to discourage the popularity of unhealthy, dangerous eating plans that often produce only minor, short-term results. According to the Healthy Weight Network, "diet quackery defrauds, disables and kills." Information on poor diets and products as well as past and present Slim Chance Award winners are posted online.

Additionally, Jan. 19 is recognized as Women's Healthy Weight Day by the Healthy Weight Network. This day, according to the network, "honors American women of all sizes and affirms that beauty, talent and love cannot be weighed." The annual observance is celebrated with awards given to businesses that portray size diversity.

More information on these observances can be found by contacting Francie M. Berg, the Healthy Weight Network, 402 S. 14th St., Hettinger, ND 58639, or visit the Healthy Weight Network Web site at www.healthyweight.net.

Smoking cessation classes start Friday, Jan. 20

The best way to succeed at anything is to plan ahead.

Make plans now to successfully quit smoking in 2006. Participate in a free smoking cessation program available to CHFS employees in the CHR Building – starting Friday.

The Cooper Clayton Method to Stop Smoking program is a series of 12 one-hour classes that combines social support with nicotine replacement therapy to help smokers quit. Nicotine patches will be offered at a reduced price for program participants. Look for details in future editions of the Focus.

Employee Enrichment

By Anya Armes Weber

Employee Enrichment is a weekly feature for CHFS staff. These tips for making work better focus on team building, customer service and personal development.



If you've resolved to be more organized at work this year, a good place to start is your desk. Keeping things neat will save you time finding certain items and make a good impression on your office visitors. Barbara Tischler, owner of The Clutter Coach, a Chicago organizing service, has this advice on where to start.

Start with a clean slate. Get everything but the big stuff off your desktop (and out of the drawers if you have time for that). Wipe and dry the surface.

Sort it out. Group similar items together, like office supplies, reference materials and electronic gear. Use whatever containers or desk accessories work best for you. Keep the things you use most often at your fingertips.

Toss what you don't need. Keep your garbage can and recycling bin handy. If you can't decide what to get rid of, ask yourself: Is another copy of this available elsewhere (electronically or in staff archives)? Do I use this often? Is it relevant to my current job? Does this add to any information I already have?

Leave some clear space. Not only is it useful for taking notes or sorting files, the uncluttered area will look nice.

Don't get too personal. Reduce the number of knickknacks – family photos, desktop toys -- around your workspace, or place them on a nearby shelf where they won't interfere with your work